

ABSTRACT OF THE DISCLOSURE

A system which uses automatic speech recognition to provide dialogs with human speakers automatically detects one or more characteristics, which may be characteristics of a speaker, his speech, his environment, or the speech channel used to communicate with the speaker. The characteristic may be detected either during the dialog or at a later time based on stored data representing the dialog. If the characteristic is detected during the dialog, the dialog can be customized for the speaker at an application level, based on the detected characteristic. The customization may include customization of operations and features such as call routing, error recovery, call flow, content selection, system prompts, or system persona. Data indicative of detected characteristics can be stored and accumulated for many speakers and/or dialogs and analyzed offline to generate a demographic or other type of analysis of the speakers or dialogs with respect to one or more detected characteristics.